

**Waukesha County Communications (WCC)
Dispatch Operations Commission
*Meeting agenda & summary notes***

Chair – John Dahms

Co-Chair –Scott Taubel

Commission Members

Greg Jezak, Steve Marks, Matt Pinter, Donald Wiemer and Daniel Tushaus

Meeting Date: 05-01-06 **Time:** 13:00 – 15:30 **Location:** WCC

Present: John Dahms, Jeff Johnson, Steve Marks, Richard Tuma, Don Wiemer, Mark Mader, Rick McMillin, Scott Taubel, Matt Pinter, Dave Reid, Tim Otto and Denise Wingenter.

Absent: Greg Jezak, Daniel Tushaus

Meeting Agenda

Topic(s) To Be Discussed:

Approve minutes of April 3, 2006 meeting

Introduction of William Stolte, Emergency Management Coordinator, and Duane Bondar, Telecommunications Supervisor

System Update including the APCO Report

Technology Committee Report and Recommendations

Police Protocols Committee Report and Recommendations

Fire Protocols Committee Report and Recommendations

Summary Notes

Approve minutes of April 3, 2006 meeting.

Motion made by Steve Marks.

Seconded by John Dahms.

Motion passed unanimously.

Introduction

Richard Tuma introduced William Stolte, Coordinator of Emergency Management. Bill Stolte said that he was looking forward to working with everyone, and that he would be available to them if they needed anything. Bill has 14 years of experience working with Ozaukee County.

Richard then introduced Duane Bondar. Duane was a Telecommunicator at WCC and has been promoted to Supervisor.

System Update (including APCO Report)

APCO Report:

The County is looking at all 29 recommendations made by the APCO study. We are either working directly on a recommendation, or we are gathering information so we can act accordingly on the other recommendations. The County Executive will release a status report on June 30, 2006. Richard Tuma will provide updates as they are available.

Richard Tuma and Renee Gage attended the Project Retain seminar. Out of all the people who attended, Renee Gage was the only person from Human Resources. This gave Renee Gage a good understanding of how dispatch centers run and the problems they may obtain.

EMD stats for March were:

9 echo calls done within 88 seconds. WCC met all seven areas of accreditation.

Q&A EMD calls were within 100 seconds.

Fire/EMS calls were dispatched within 135-140 seconds.

Police was dispatched within 92 seconds-and those were priority one calls.

We've seen a reduction of dispatch times and much improvement. Each month WCC is doing even better than the last month. WCC is identifying training needs for employees as well as needed changes of EMD Protocol cards. For example, at Police Protocols the Suicide Card was brought to their attention on how to better code the card.

Staffing:

WCC is up to staff with a total of 42 including overstaff that the County Executive has approved. The turn over has reduced dramatically and Richard feels comfortable with the extra staff with summer coming.

Technology:

MDT system was replaced by the MDC system on Friday, April 28th. Everything Richard has heard has been positive. Tim Otto said it was incredibly fast! Richard asked that he be contact if anyone is having problems with the MDC system. We had a minor interference problem but Nextel has been very accommodating. Dave Reid noted that MDC is ahead of schedule and everyone is very happy.

Jeff Johnson asked if there are dates for the Spillman training. Rick McMillin said that WCC will not proceed with 4.5 on May 10th. Spillman sent him a list of about 60 issues they are having. Rick found 17 of them to be too problematic to proceed with 4.5. Fixes that have been done to 4.5 had created more problems. Richard said he wants to schedule training now so he can be guaranteed a Spillman trainer.

Dave Reid told everyone he had received a 4 or 5 pages of issues that Spillman is having. Dave Reid said that Rick McMillin has been on top of everything and has been doing a wonderful job!

Richard announced that Rick McMillin had received a promotion within the County. He will be with WCC until someone is hired and trained. In fact, WCC is hiring two people to take Rick's place.

The APCO Study identified some problems with the Spillman CAD system. WCC is looking at other systems. If another system was found to be better we would get the members of the Police and Fire Protocols involved in the selection process.

Matt Pinter asked if there was a time frame for finding another system. Richard said that a consultant has been hired and is looking into it. If a system was found and approved, it would take at least a year before the new system would be implemented. Matt Pinter said that this is our number one priority, and at some point a decision has to be made. Richard agreed. Richard did point out that Spillman has tried to implement our requests, but they did lose about 40 people. Spillman has moved their office and now they are hopeful to access a wider variety of potential employees.

Don Wiemer asked Richard if there is a better system out there that can do what we want? Richard replied yes it can be done, but a proper balancing must take place.

John Dahms asked if the consultant hired is doing the balancing. Richard said yes and that dispatchers and supervisors are also involved. It is WCC's number one priority to process calls properly and accurately.

Police Protocols:

Police Protocols did not have any recommendations for the DOC Committee. Dave Reid informed everyone that he did ask if the Police Protocols should be held once a month, but it was decided that it should stay at twice a month. Dave also said that at their protocol meetings a guest from New Berlin sits in as well as a representative from the County Executive's Office.

Dave noted that the Quality Enhancement team has two Lieutenants, and one Captain on the committee. This committee presents both police and fire with concerns. At the last meeting the countywide pursuit policy was brought up and talked about.

As far as 4.5 goes, Dave Reid said the police were disappointed because the times keep moving back. Dave again said that Rick McMillin was doing a great job in handling Spillman on all levels.

Dave asked Chief Tim Otto of the Village of Pewaukee to talk to the DOC about sensitive law information and security concerns. Tim Otto told the situation of a citizen that called and stated that another agency told him his status and how can he change his status to "other". Tim Otto asked this person to come to the police department and discuss this with him, which the citizen did. Tim Otto was told the name of the person who told the citizen his status. Tim Otto traced who got the record and who gave the information to the citizen. He informed the agency and is hopeful that the agency will handle their employee properly. Unfortunately, because of this type of situation now all agencies have to pay the penalty. Tim Otto wanted everyone to know that this was not the first time this type of incident has happened. Because of this unfortunate act, the Village of Pewaukee has locked down all reports. Tim Otto doesn't have any confidence that the reports are secure. Dave Reid stated that Police Protocols is trying to work on this situation. Steve Marks said he would be shocked if the agency involved didn't take action on their employee.

Scott Taubel said that the only agency that should not be allowed to see the records should be the agency/and or agencies that made the error. Not every agency should be blocked.

Don Wiemer asked if WCC can shut the faulting agencies down from viewing other agencies records? Our policy should be if an agency abuses or violates our policy then they lose it. Richard responded that he would have to talk to Corporation Counsel and the County Executive to see if we have that kind of power.

Scott Taubel asked Rick McMillin if it was possible to block an agency except for that agency's Chief? Rick McMillin said that from an IT prospective that anyone can be turned on or turned off. Then they would only have access to their agencies records and not any other records. IT has been able to track any changes made to a record as well as anyone viewing the record.

Tim Otto stated that the City of Brookfield has similar programs and they temporarily shut down their records, but the Village of Pewaukee doesn't have the staff to handle that situation.

Richard said again, that he wasn't sure if he or the DOC has the authority to lock out viewing of records. He would have to check that out legally.

Dave Reid said he talked to Don Hoffmann about this issue and Don is researching the issue. Don will be at the May 11, 2006 Police Protocols meeting to discuss the issue.

Scott Taubel said that this is not an isolated matter. This happened with two agencies and they weren't dealt with.

Steve Marks said that the Committee should let the Chief of the faulting agency tell us how he's handling the situation. We should give him that opportunity.

Richard questioned if this would be considered a criminal offence? Then he said that once he finds out what Don Hoffmann is researching he can approach Corporation Counsel. Richard then asked if the agency involved should be at Police Protocols? Dave Reid answered, "Yes!"

Steve Marks asked, "What would it take to reopen records?" Tim Otto said his agency is all about sharing everything and as soon as he has confidence that the records are safe, that is when he will open his records.

Richard Tuma asked Rick McMillin if a monthly report can be done to see who has had access to whose records? Rick McMillin replied that you'd have to look at each individual record numbers. Jeff Johnson asked if that would cause concern that WCC is tracking this? Richard answered "No." If Rick can design a summary, then that may change their behavior. Rick said that every action can be logged. There are numerous records. Richard Tuma said everyone can expect a report next month.

Tim Otto said that the commission is aware of that and all the agencies can call Monday through Friday and we can fax records out.

Jeff Johnson said that there's a liability issue here, and the DOC needs the power to make a decision. Dave Reid seconds that.

Scott Taubel asked if as Chief, would he be able to choose if that agency can be blocked? Mark Mader of the County Board responded that Corporation Counsel would have to review the issue. Mark Mader recommended that it would be best to hold off and get all the information needed on this issue, otherwise there may be sweeping ramifications.

Don Wiemer suggested that the agency that erred should come to the DOC and ask to have the ability to read records.

Richard Tuma stated that the FBI has punitive action if someone violates the TIME system and that might be an example of what we might want to do. Dave Reid added that with the good comes the bad. Punitive action must be given.

Rick McMillan said that sharing a password poses a problem for tracking on a login basis. Don Wiemer responded that in this type of situation, it would be that person's problem. Don Wiemer went on further to say that we should put that someone in the "naughty chair" and then the issue will be resolved.

Steve Marks again stated that we need to allow the Chief of the faulting agency look into the matter. Steve Marks asked if the DOC would like him to approach the issue with the agency because he'd be happy to meet with them. Jeff Johnson added that we should try to be proactive.

Motion made to have Steve Marks meet with Chief Bach on what actions Chief Bach has taken on this issue.

Made by Scott Taubel.

Seconded by Don Wiemer.

Motion passed unanimously.

Steve Marks will report back to Richard Tuma on meeting with Chief Bach.

Dave Reid stated that Richard Tuma has been real good at addressing issues in protocols. Dave asked about opening other talk groups. Richard responded that he's gathering statistics from radio track groups, which is part of Project Retains. Talk groups 2 and 3 combined are less busy than individual talk groups and a lot has to do with the activity in the Center. Police Protocols has asked to take such issues to ops channels.

Fire Protocols:

Jeff Johnson said that he was not at the last Fire Protocols meeting and that Chief Jezak sat in as chairman. Jeff said they had no major issues. Jeff did note that at Fire Protocols they changed dangerous body parts to general.

Motion to end meeting.

Made by Don Wiemer.

Seconded by Steve Marks.

Motion passed unanimously.

Next Scheduled Meeting:
Waukesha County Communications
Monday June 5, 2006
Time: 13:00 to 15:00

Minutes approved by:

Name: _____
Commission Chair/Co-Chair

Signature: _____

Date: _____